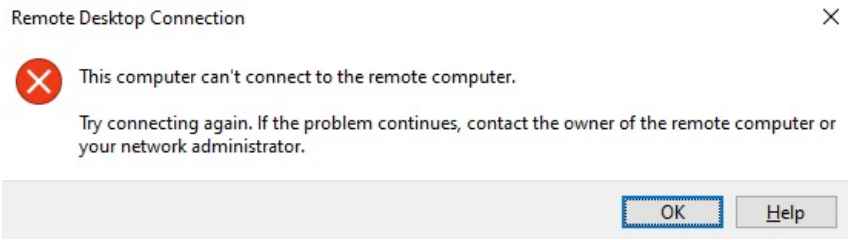
RDP Error: This computer can’t connect to the remote computer

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How to solve "Remote Desktop Connection Error: This computer can't connect to the remote computer" when accesing RDP via Ezeelogin tunnel ?

Overview: This article helps in resolving the "**Remote Desktop Connection Error: This computer can't connect to the remote computer**" issue encountered when using the Ezeelogin tunnel feature to access RDP.

- **NLA is currently supported.** If the user **enables** it, the **username and password must be saved** when adding the RDP server to Ezeelogin.
- If the user **does not enable NLA**, they can choose whether to save the username and password in Ezeelogin, as **both options will work.**



1. ERROR(1): Tunnel access from unauthorized IP: 0.0.0.0 (127.0.0.1)

Step 1(A): Check the **ezsh.log** of gateway user with which you logged into Ezeelogin backend(ezsh). Replace the username with the actual username.

```
root@gateway  ~]# tail /home/{username}/ezsh.log

Example:

root@gateway  ~]# tail /home/admin/ezsh.log

Authentication by SSH key failed!
Authentication by SSH key failed (windows.com, Administrator): Username/PublicKey combination invalid
Tunnel access from unauthorized IP: 0.0.0.0 (127.0.0.1)
```

Step 1(B): To resolve the above error, login to Ezeelogin GUI and navigate to **Settings** -> **General** -> **Security** and enable **Tunnel Allow All**.

2. ERROR(2): creation failed: Permission denied

Step 2(A): Check the **ezsh.log** of gateway user with which you logged into Ezeelogin backend(ezsh). Replace the username with the actual username.

```
root@gateway  ~]# tail /home/admin/ezsh.log

SSH log file (/var/log/ezlogin/full/john/master~auto-test-01.master.eznoc.com~Mon_May_9_22:38:25_2018) creation failed: Permission denied
```

Step 2(B): To resolve the above error, run the following command on the gateway server and try again:

```
root@gateway  ~]# /usr/local/ezlogin/eztool.php -fix_log_permissions
```

Related Articles:

Port forwarding from jump server to target Linux machine

configure ssh-tunnel on jump server or bastion host

Add servers behind a Tunnel Host in SSH Gateway or Add servers that are accessible via port forwarding via the ssh gateway server

Online URL: https://www.ezeelogin.com/kb/article/rdp-error-this-computer-can-t-connect-to-the-remote-computer-395.html